
JOB DESCRIPTION: PROFESSIONAL STANDARDS SPECIALIST

DEPARTMENT:	Board of Trustees/General Counsel	REPORTS TO:	Executive Director, Professional Standards and Audit
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	2/21/2017

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Professional Standards Specialist coordinates the administrative support of all aspects of the Professional Standards and Legal department in accordance with F.S.100.327. Additionally, the Professional Standards Specialist is responsible for the written investigative summaries to the Department of Education when there is a performance or misconduct issue, specifically directed toward an Instructor. The scope of work and functionalities should extend to all investigative summaries regarding student code of conduct and pre-expulsion hearings. Responsible to review criminal backgrounds and advise whether the prospect meets the standard for employment with the organization. Must make judgment decisions regarding civility correspondence to external sources such as parents who violate the civility code. Works independently with the state and FBI with regard to determining fraud claims.

The Professional Standards Specialist is responsible for the day-to-day coordination of Professional Standards administrative functions, including records management and support. The Professional Standards Specialist serves as an informational resource in the Professional Standards area to both internal and external customers. The Professional Standards Specialist is classified as a confidential employee and must hold all work related information in the strictest confidence.

ESSENTIAL POSITION FUNCTIONS:

- Gathers and stores all evidence regarding student misconduct per F.S. 119
- Prepares all student misconduct correspondence mandated per F.S. 1006.09
- Serves as a permanent member of the pre-expulsion hearing panel
- Review criminal backgrounds and make recommendations to the Executive Director of Professional Standards and Audit for clearance on inbound FLVS prospects
- Work with the state and FBI in determining fraud claims
- Serve as the Cost Center Deputy for Board Legal
- Serve as the backup for the FLVS Disaster plan
- Provide clearance/non-clearance for rehire candidates
- Responsible for weekly matrix reflecting specific core items ranging from parent & student issues, employee issues, investigations, EEOs, unemployment claims, rehire clearance, both internal and external inquiries, background clearance, and audits
- Coordinate the administrative support of the Professional Standards and Legal department
- Review and coordinate unemployment claims electronically, including reaching out to internal departments for information that may be needed

- Review and authenticate claims listed on unemployment invoices prior to Executive Director's review and approval; submit to accounts payable for payment
- Assist with Professional Standards records scanning, storage, retention and destruction as directed by the RMLO
- Assist Executive Director of Professional Standards and Audit with internal auditing to identify, complete reports and recommend corrective action for control deficiencies or non-compliance with laws, policies, and procedures (F.S.20.055)
- Oversee all administrative aspects of the employee termination process, including preparing correspondence and coordination of the disabling of system access; extenuating circumstances may require different exits to be processed
- Perform administrative facets for non-rehire eligibility process
- Assist in the transfer process for current staff
- Submit all board resolutions for the Professional Standards Department
- Serve as deputy clerk of the board; assist with board meetings, maintain agenda items through BoardDocs, take minutes from meetings
- Assist with all Professional Standards employee trainings including drafting communications, sending calendar invitations, online meeting software set-up, creating presentations, and capturing attendance for compliance
- Assist in coordinating and maintaining the Executive Director, Professional Standards and Audit's calendar/schedule
- Perform a variety of general office support duties, including composing, typing, and proofreading letters, emails and other documents; maintain electronic and manual files and records
- Maintain all Professional Standards forms; recommend revisions as necessary
- Create standard operating procedures for the position
- Design and maintain various record keeping/metric systems and prepare reports; complete special projects and assignments within established deadlines
- Serve as a liaison between Professional Standards and all other internal departments
- Meet professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established as part of the annual performance planning process or as the result of organizational planning

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education:

- Associate's Degree; or equivalent combination of education and relevant experience

Experience:

- Three years' Human Resource experience, preferably in Employee Relations

Knowledge, abilities and skills:

- Working knowledge of the principles and practices of human resources administration related to the area of employee relations
- Ability to compile, review, categorize, prioritize, analyze and interpret data and/or information
- Advanced knowledge of computer operations and MS office software
- Demonstrated ability to maintain a high level of confidentiality
- Ability to communicate effectively, both verbally and in writing; possess strong interpersonal phone and email skills; provide a high level of customer service
- Ability to work independently, and as a team member
- Ability to provide guidance, assistance, and/or interpretation to others on how to apply policy, procedures, and general standards to specific situations
- Ability to coordinate multiple projects and meet required deadlines under pressure
- Must possess strong, documented attention to detail
- Ability to exercise sound judgment within established guidelines

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i></p>
<p>SELF KNOWLEDGE</p>	<p>PLANNING</p>

<i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	<i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
<p style="text-align: center;">ORGANIZING</p> <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	<p style="text-align: center;">PROBLEM SOLVING</p> <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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